

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
Robert E. Wollan et al.)	Group Art Unit: 3624
)	
Application No.: 10/811,439)	Examiner: Brandi P. Parker
)	
Filed: March 26, 2004)	
)	
For:: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS)	Confirmation No.: 1477
)	

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

EXTENSION OF TIME


Applicant petitions for a one month extension of time to file a reply to the
Office Action of July 21, 2009. A fee of \$130.00 is enclosed.

Please grant any additional extensions of time required to enter the
attached reply and charge any additional required fees to Deposit Account 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,
GARRETT & DUNNER, L.L.P.

Dated: November 23, 2009
(November 21st being a Saturday)

By: 
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